

Cook County Health Strategic Plan

IMPACT 2020 Update

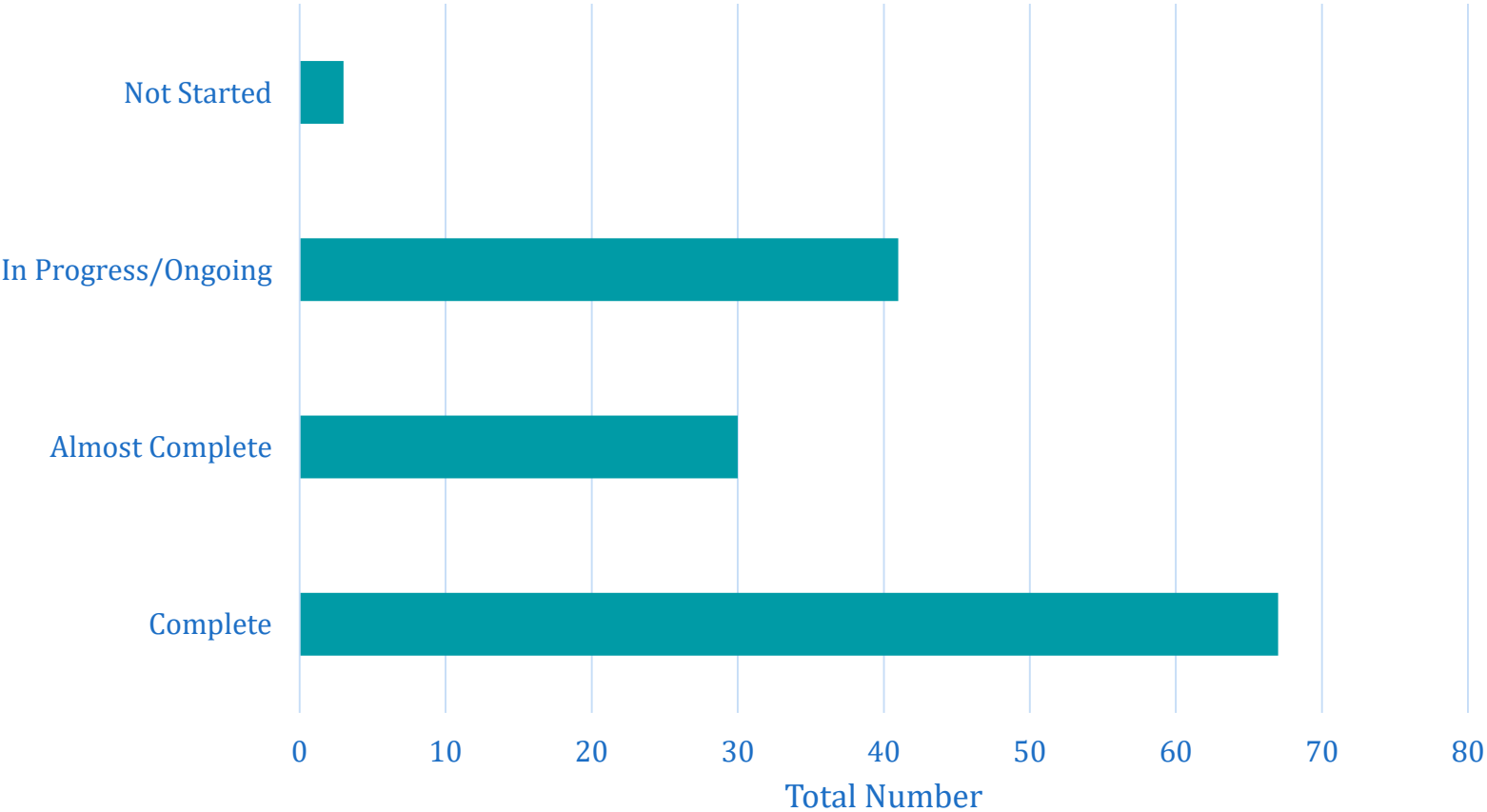
July 26, 2019



COOK COUNTY
HEALTH

IMPACT 2020 Status

Strategic Plan Progress



Complete	67
Almost Complete	30
In Progress/Ongoing	41
Not Started	3
Total	141

Deliver High Quality Care

Complete/Almost Complete

- **Behavioral Health Strategy:** Outpatient mental health clinic in Roseland, mental health screening in Bond Court, Medication Assisted Treatment expansion, Community Triage Centers
- **Care Coordination:** Enhance care coordination for CountyCare and the system, Screened 70% CountyCare population using care management techniques, Implemented transportation service for patients, National Committee for Quality Assurance certification for CountyCare
- **Cermak Health Services:** Obtained Department of Justice substantial compliance, Established naltrexone (Vivitrol) and naloxone (Narcan) programs
- **Access to Care:** Community center staffing models, Integrate and expand services, Strengthen the Primary Care Medical Home, Reduce wait times, Recruit bi-lingual staff, Decrease ambulatory dwell time, Improve maternal and child health services, Patient safety huddles, Train staff and leadership in high reliability and patient safety
- **Facility Modernization:** Central Campus Health Center; CON for hemodialysis at Provident; Replacement health centers for Cicero, Logan, and Vista; Implement lab automation in Stroger

Deliver High Quality Care

In Progress

- Train employees on cultural competency
- Establish high quality CountyCare network
- Relocate Oak Forest clinic
- Increase volume and revenue from Medicare patients
- Measure patient perception of cultural competence
- Enroll detainees in Medicaid
- Pursue Magnet Status and adopt metrics
- Implement extended hours

Overdue

- Analyze gaps in care
- Adopt nursing professional practice model

Grow to Serve and Compete

Complete/Almost Complete

- Facilitate timely access to CCH specialists, deploying eConsult
- Transition Family Health Network to CountyCare
- Identify two new Centers of Excellence
- Leverage CountyCare data to provide value-added benefits
- Apply for Level 1 Trauma certification (American College of Surgeons)

In Progress

- Obtain additional accreditations

Foster Fiscal Stewardship

Complete/Almost Complete

- Implement CC Time and Attendance system
- Fund capital equipment in operating budget
- CountyCare and Health System Marketing Campaigns
- Maximize reimbursements from Managed Care Organizations/private insurance
- Improve purchasing processes
- Conduct event review for litigation
- Implement utilization management review of claims
- Implement care coordination to reduce cost of care
- Maximize grant sources and increase indirect cost recovery
- Minimize denials due to wrong insurance selections
- Ensure providers have coding support and tools to collaborate with Health Information Management
- Secure local government support for unfunded mandates

Foster Fiscal Stewardship

In Progress

- Maintain high quality, appropriate network for CountyCare
- Streamline administrative processes
- Implement full billing and collections for dental and behavioral health services
- Relocate of Cook County Department of Public Health and Oak Forest
- Improve operational efficiency of Radiology, Laboratory, and Pathology at Provident and Stroger
- Reduce Emergency Department utilization

Invest in Resources

Complete/Almost Complete

- Achieve substantial compliance with the Employment Plan
- Strengthen leadership training
- Enter patient falls in national database and decrease falls
- Recruit, hire, and retain high quality clinical faculty
- Information Technology Projects: Implemented Cerner Connectivity HUB, CommonWell HIE, HIMSS 7 designation, Cerner Care Connect, Clairvia, Vizient
- Improve employee engagement through survey, focus groups, and campaign

In Progress

- Analyze span of control for managers
- Analyze graduate education programs for cost/benefit
- Establish academic partnerships to grow nursing research

Leverage Valuable Assets

Complete/Almost Complete

- Implement Cerner HealthIntent for population health
- Develop CCDPH report on Cook County lead poisoning
- Improve Adverse Pregnancy Reporting System program quality
- Establish innovation center
- Align CCDPH community health improvement plan with We PLAN 2020
- Leverage CCDPH in the focus on opioid epidemic
- Leverage relevant sources for monitoring, quality, cost, utilization and patient outcomes
- Re-established CCHHS as sponsoring institution for Family Medicine residency program
- Establish nursing leadership academy for direct care managers
- Improve nursing performance using National Database of Nursing Quality Indicators

Leverage Valuable Assets

In Progress

- Identify areas for formalized interdisciplinary services to address complex medical conditions
- Establish medical staff clinical effort agreements and mature Relative Value Unit model (RVU)
- Develop public health collaborations through Health Impact Collaborative

Overdue

- Implement Physician Practice Plan

Impact Social Determinants of Health

Complete/Almost Complete

- Implement Health Risk Assessments
- Utilize CCDPH data and experience to address health inequities
- Expand WIC services at health centers
- Explore grant opportunities related to housing, food, and opioid program
- Establish West Side Community Triage Center
- Establish Direct Access Plan
- Partner with CDPH to address health inequities
- Piloted providing housing to CountyCare members
- Leverage the Collaborative Research Unit to conduct research on gun violence
- Establish program to address Adverse Childhood Experiences
- Expand “Food as Medicine” to additional community centers

Impact Social Determinants of Health

In Progress

- Partner with other organizations to address population health
- Explore violence prevention partnerships and programs

Overdue

- Train staff to capture demographic information
- Secure National Committee for Quality Assurance (NCQA) accreditation

Advocate for Patients

Complete

- Establish two community advisory boards
- Advocate for influenza vaccine requirement for healthcare workers
- Advocate for behavioral health funding and legislation

In Progress

- Advocate for National Health Service Corps Repayment Program to allow participation by local governments
- Partner with Chicago Department of Public Health (CDPH) to address health inequities
- Advocate for improved health care for the uninsured, including the justice-involved population
- CDPH review of lead intervention policy and Partnerships to Improve Community Health/Health Hotspot sustainability



Thank You



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HEALTH